

**Lifeline Client Information**

* We are contracted with Phillips Lifeline, a company out of Boston MA, and that is where the responders you talk to are from.
* There is a Lifeline technician that will come into your home and install the units, review the button, and gather all your information. Usually takes about 45 minutes.
* You will need to have 3 responders chosen, with their information ready to be provided.
	+ These responders should be in the same town if possible.

Responder/Notifier 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Responder/Notifier 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Responder/Notifier 3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* When you push your button, it will signal Lifeline, and they will first try to talk with you through your unit. You may not be close enough to hear.
* If you are not close enough to the unit to speak to a responder, Lifeline will call responder #1, #2, and then #3. If there is no answer from any of the responders, an ambulance will be sent.
* If a fall is detected with the auto fall detect button, EMS will be notified right away, and the notifiers will be called.
* The landline unit’s signal reaches the length of a football field. That is how far you can be from the Lifeline unit for it to receive the help signal.

**Charges**

* One time installation fee: ***$50***
* Recurring monthly charges**: *Landline* *Basic $35***

 ***Landline Auto Fall Detect $42***

 ***Extra button $7***

 ***On the Go Mobile $40***

**\*Payments will be set up on ACH and run on the 15th of every month\***

**Other Information**

Lifeline Contact: Buena Vista County Public Health & Home Care

 1709 E Richland, Storm Lake, IA 50588

 Ph: 712-749-2548

Communications Center: (non-emergent situations) Ph: 712-749-2525